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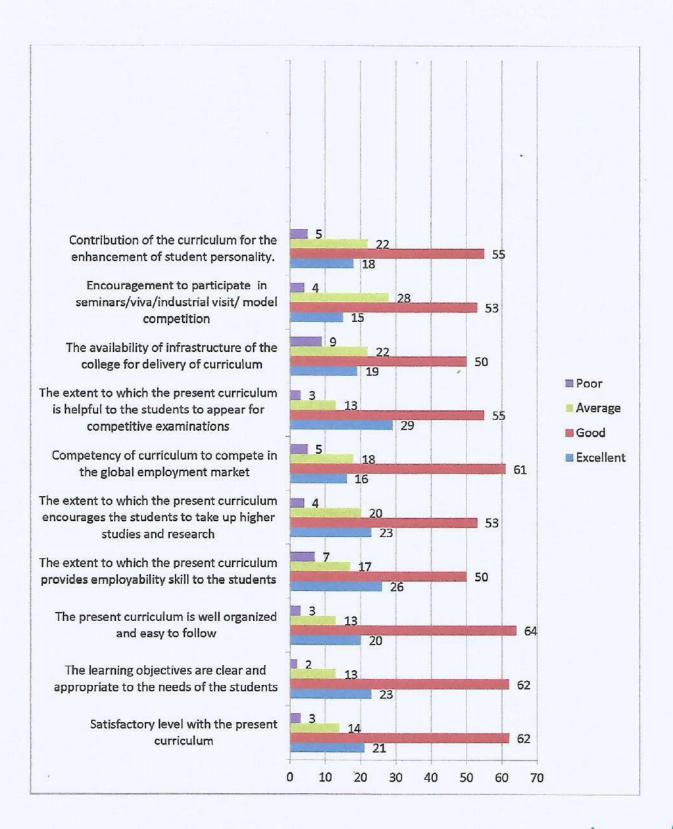
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INTERNAL QUALITY ASSURANCE CELL (IQAC)

Responses of Feedback of Students on Curriculum 2016-17

SI.	Questionnaire	Excellent	Good	Average	Poor	
No.		(%)	(%)	(%)	(%)	
1	Satisfactory level with the present curriculum	21	62	14	3	
2	The learning objectives are clear and appropriate to the needs of the students	23	62	13	2	
3	The present curriculum is well organized and easy to follow	20	64	13	3	
4	The extent to which the present curriculum provides employability skill to the students	26	50	17	7	
5	The extent to which the present curriculum encourages the students to take up higher studies and research	23	53	20	4	
6	Competency of curriculum to compete in the global employment market	16	61	18	5	
7	The extent to which the present curriculum is helpful to the students to appear for competitive examinations	29	55	13	3	
8	The availability of infrastructure of the college for delivery of curriculum	19	50	22	9	
9	Encouragement to participate in seminars/viva/industrial visit/ model competition	15	53	28	4	
10	Contribution of the curriculum for the enhancement of student personality.	18	55	22	5	



FEEDBACK OF STUDENTS ON CURRICULUM 2016-17

This is a report on the feedback of Students on Curriculum 2016-17 from the 50 responses received on 10 questions.

21% of the students found excellent for satisfactory level with the present curriculum, whereas, 62% found it good. 6% found it average and only 3% found it poor.

With regard to the learning objectives are clear and appropriate to the needs of the students 23% have found excellent; 62% have found it good, 13% average and 2% poor.

20% of the students found the present curriculum is well organized and easy to follow as excellent, and good for 64% students. It found to be average for 13% and poor for 3%.

The extent to which the present curriculum provides employability skill to the students found to be excellent with a score of 26%; 50% good; 17% average and 7% poor.

The extent to which the present curriculum encourages the students to take up higher studies and research is found excellent for 23% students; 53% good 20% average and 4% poor.

For Competency of curriculum to compete in the global employment market, 16% found to be excellent. Whereas, 61% good; 18% average and 5% poor.

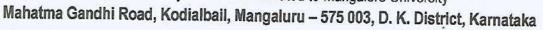
The availability of infrastructure of the college for delivery of curriculum 29% students have found it excellent, 55% good, but 13 % have found it average and 3% poor.

Encouragement to participate in seminars/viva/industrial visit/ model competition the students only 9% found it poor whereas, 19% have found it excellent, 50% good and 22% average.

For contribution of the curriculum for the enhancement of student personality, the 53% of responses found to be good and 15% excellent, but 28% have found it average and 4% found it poor.



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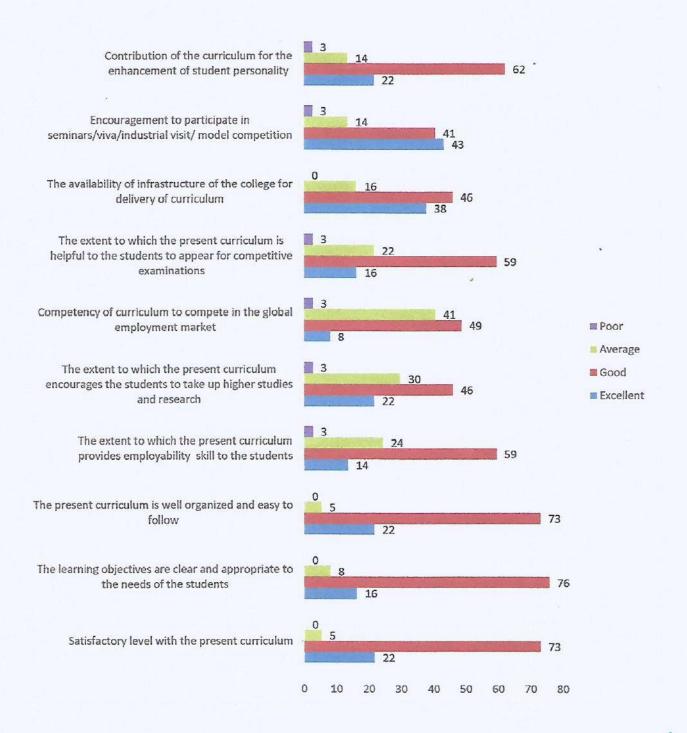
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INTERNAL QUALITY ASSURANCE CELL (IQAC)

Responses of Feedback of Teachers on Curriculum 2016-17

Sl.	Questions	Excellent	Good	Average	Poor	
No.		(%)		(%)	(%)	
1	Satisfactory level with the present curriculum	22	73	5	0	
2	The learning objectives are clear and appropriate to the needs of the students	16	76	8	0	
3	The present curriculum is well organized and easy to follow	22	73	5	0	
4	The extent to which the present curriculum provides employability skill to the students	14	59	24	3	
5	The extent to which the present curriculum encourages the students to take up higher studies and research	22	46	30	3	
6	Competency of curriculum to compete in the global employment market	8	49	41	3	
7	The extent to which the present curriculum is helpful to the students to appear for competitive examinations	16	59	22	3	
8	The availability of infrastructure of the college for delivery of curriculum	38	46	16	0	
9	Encouragement to participate in seminars/viva/industrial visit/ model competition	43	41	14	3	
10	Contribution of the curriculum for the enhancement of student personality	22	62	14	3	

FEEDBACK OF TEACHERS ON CURRICULUM (2016-17)



FEEDBACK OF TEACHERS ON CURRICULUM 2016-17

This is a report on the feedback of Teachers on Curriculum 2016-17 from the 37 responses received on 10 questions.

It has been observed that regarding the satisfactory level with the present curriculum22% found it excellent, whereas 73% found it good. Only 5% found it average, and 0% is poor.

16% teachers have found the learning objectives are clear and appropriate to the needs of students with institutional ideals excellent, 76% have found it good, 8% average and only 0% found poor.

The present curriculum is well organized and easy to follow are appropriate to the present curriculum is found to be excellent for 22% and good for 73%, whereas 5% found average and 0% are found poor.

With regard to the extent to which, the present curriculum provides employability skill to the students has been found to be excellent with a score of 14%; 59% good; 24% average and 3% poor.

The extent to which the present curriculum encourages the students to take up higher studies and research has been excellent for 22%; 46% good and 30% average and 3% found poor.

8% competency of curriculum to compete in the global employment market found excellent. Whereas 49% good, 41% is average and 3% poor.

Regarding the extent to which the present curriculum is helpful to the students to appear for competitive examinations, 16% of teachers have found it excellent, 59% good, but 22 % have found it average and 3% poor.

With regard to the availability of infrastructure of the college for delivery of curriculum only 0% found it poor whereas, 38% have found it excellent, 46% good and 16% average.

The responses to Encouragement to participate in seminars/viva/industrial visit/model competition41% have found it good and 43% excellent but 14% have found it average and 3% poor.

Contribution of the curriculum for the enhancement of student personality with 22 % found excellent, 62% good, 14% have found it average and only 3% poor.

From the above responses one could infer that Encouragement to participate in seminars/viva/industrial visit/model competition and Competency of curriculum to compete in the global employment market is considered to be remarkable and outstanding.

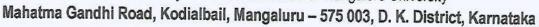
While other responses like the extent to which the present curriculum encourages the students to take up higher studies and research, the availability of infrastructure of the college for delivery of curriculum, the present curriculum is well organized and easy to follow.

However, the responses to the extent to which the present curriculum is helpful to the students to appear for competitive examinations require some attention.

2016-17



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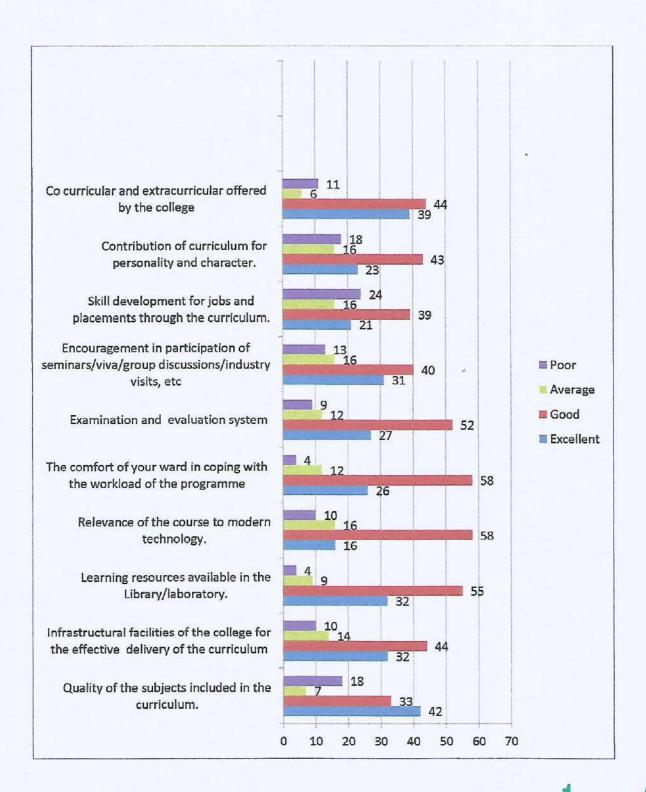
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INTERNAL QUALITY ASSURANCE CELL (IQAC)

Responses of Feedback of Parents on Curriculum 2016-17

SI.	Questionnaire	Excellent	Good	Average	Poor	
No.		(%)	(%)	(%)	(%)	
1	Quality of the subjects included in the curriculum.	42	33	7	18	
2	Infrastructural facilities of the college for the effective delivery of the curriculum	32	44	14	10	
3	Learning resources available in the Library/laboratory.	32	55	9	4	
4	Relevance of the course to modern technology.	16	58	16	10	
5	The comfort of your ward in coping with the workload of the programme	26	58	12	4	
6	Examination and evaluation system	27	52	12	9	
7	Encouragement in participation of seminars/viva/group discussions/industry visits, etc	31	40	16	13	
8	Skill development for jobs and placements through the curriculum.	21	39	16	24	
9	Contribution of curriculum for personality and character.	23	43	16	18	
10	Co curricular and extracurricular offered by the college	39	44	6	11	



FEEDBACK OF PARENTS ON CURRICULUM 2016-17

This is a report on the feedback of Parents on curriculum from the responses received on 10 questions. It has been observed that regarding the quality of the subject included in the curriculum42% of parents found it excellent, whereas, 33% found it good. Only7% found it average and 18% poor.

32% have found the infrastructure facilities given by the institute for the effective delivery of curriculum is excellent; 44% found it good. 14% found it average and 10% poor.

Learning resources available in the laboratory/library has been found to be excellent for 32% and good for 55% parents. Only9% found it average and 4% poor..

With regard to the relevance of the course to modern technology, it has been found to be excellent with a score of 16%, 58% good, 16% average and 10% poor.

26% of parents found excellent for the comfortness of their ward in coping with the workload of the programme. 58% good, 12% average and 4% poor.

Examination and evaluation system was found to be excellent for 27%, good for 52%, average for 12% and for 9% poor.

31% parents have found design of the curriculum was encouraging their ward in participation of seminars/viva/group discussion/industry visit etc curriculum in providing hands-on learning and exposure. Whereas, 40% good; 16% average and 9% poor.

The opportunity to develop skills for jobs and placement through the curriculum was found to be excellent for 21%, good for 39%, average for 16% and poor for 24%.

23% found it to be excellent for the contribution of curriculum for personality and character development. 43% good, 16% average and 18% poor.

Co Curricular and extracurricular activities offered by the college found to be excellent for 39%, good for 44%, average for 6% and poor for 11%.





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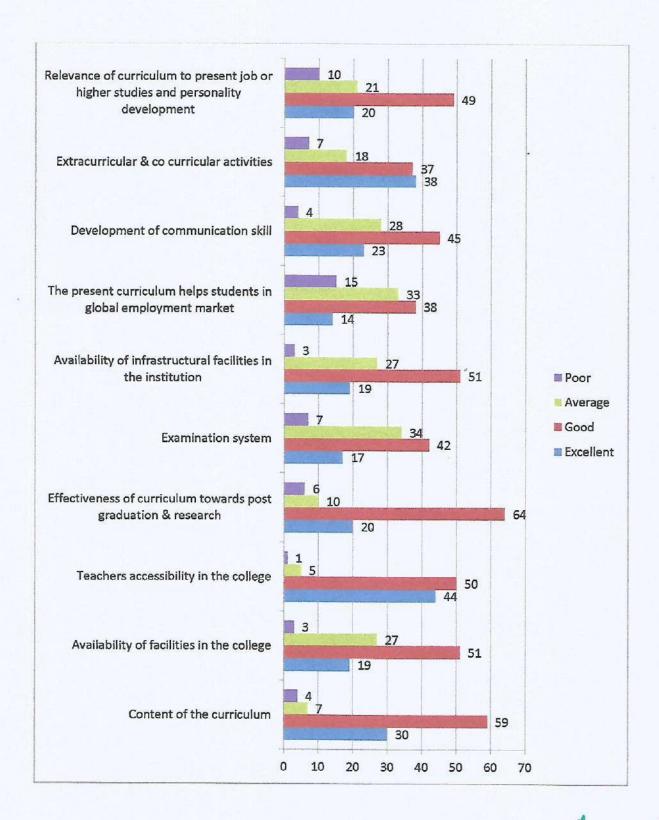
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INTERNAL QUALITY ASSURANCE CELL (IQAC) Feedback of Alumni on Curriculum 2016-17

SI.	Questions	Excellent	Good	Average	Poor	
No.		(%)	(%)	(%)	(%)	
1.	Content of the curriculum	30	59	7	4	
2.	Availability of facilities in the college	19	51	27	3	
3.	Teachers accessibility in the college	44	50	5	1	
4.	Effectiveness of curriculum towards post graduation & research	20	64	10	6	
5.	Examination system	17	42	34	7	
6.	Availability of infrastructural facilities in the institution	19	51	27	3	
7.	The present curriculum helps students in global employment market	14	38	33	15	
8.	Development of communication skill	23	45	28	4	
9.	Extracurricular & co curricular activities	38	37	18	7	
10	Relevance of curriculum to present job or higher studies and personality development	20	49	21	10	



ANALYSIS OF FEEDBACK OF ALUMNI ON CURRICULUM 2016-17

This is a report on the feedback of Alumni on Curriculum 2016-17 from the 50 responses received on 10 questions.

It has been observed that regarding the content of the curriculum 30% found it excellent, whereas, 59% found it good. 7% found it average and 4% poor.

19% have found the availability of facilities in the college excellent; 51 % have found it good 27% average and 3% poor.

Teacher's accessibility in the college is found to be excellent for 44 and good for 50 students. 5% average and 1% poor.

Effectiveness of curriculum towards post graduation & research, found to be excellent with a score of 20%; 64% good; 10% average and 6% poor.

Examination system is excellent for 17% alumni; 42% good, 4% average and 7% poor.

19% students have found the availability of infrastructural facilities in the institution. Whereas, 51 good, 27% average and 3% poor.

14% students have found the present curriculum helps students in global employment market is excellent, 38% good, but 33 % have found it average and 15% poor.

For the development of communication skill of the students only 4% found it poor whereas, 23% have found it excellent, 45% good and 28% average.

Extracurricular & co curricular activities 37% have found it good and 38% excellent but 18% have found it average 7% poor.

Relevance of curriculum to present job or higher studies and personality development with 20% welcoming it, 49% good ,21% have found it average and only10% have found it poor.



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INTERNAL QUALITY ASSURANCE CELL (IQAC)

Action Taken Report of Stakeholders Feedback on Curriculum Academic Year 2016-17

The Institute understands that curriculum enrichment and gap identification along with teachinglearning system followed by an educational institution needs continuous refinement. To capacitate this process of continuous refinement, every year the institution makes it mandatory to collect feedback on the present curriculum from different stakeholders of each programme viz., Students, Teachers, Employer, Alumni and Parents. A feedback analysis report has been thus prepared considering the relevant and specific suggestions given pertaining to curriculum. The report was received from the Committee for further review and discussion. After intense deliberations, the following recommendations are made in the Action Taken Report for the feedback report to be shared with departments and teachers. This eventually helps to fine-tune the curriculum and thereby enhance the effectiveness of teaching-learning process.

It is to be noted that the following are the major feedback / suggestions on curriculum received during the academic year 2016-17 for which the needful and corrective actions have been initiated in the academic year 2017-18.

	Action Taken on Students' Fe	And the second the second the second transfer of the second to
SI. No.	Analysis Key Points / Feedback / Suggestions	Corrective Action Taken
1.	Need to acquaint with latest concepts and topics in the respective field of study	 Various Departments have organized Guest / Special Lectures / Seminars on latest concepts and topics in the respective field of study. Talk on "Selenium - Web Testing Tool", "Tools for Website Development", Talk on "Initiating the Project work", Expert talk on "GST", Seminar on "GST and its Implications on Business and Economy", Special lecture on "Stock Market",
2.	Career guidance programmes to futher be	Talk on "Career Opportunities in Insurance
	strengthened with useful and meaningful initiatives	Sector", "Interview Cracking Skills and Career Prospects for Management Graduates", "Master of Public Health - A Career Guidance Programme" Career Guidance initiatives under Skill India Programme, Orientation to preparations for IAS Exam, among others have been organized to further strengthen it with useful and meaningful initiatives.
3.	Need to familiarize with basics of research	Workshop on "Basic Research Homework
	and writing research paper	and Abstract Development" by Department of Commerce, Workshop on "Basic Research Framework" and Session on "How to Present a Research Paper" has been organized by the Centre for Advanced Studies in Commerce and Management (CASCMa) to familiarize students with fundamentals of research and art of crafting an ideal research paper.
4.	Offer domain specific and job-oriented	Add on Course on Goods and Services Tax,
	Add-on Courses	Consumer Education and Finishing School Programme have been offered to acquaint students with the domain specific and joboriented knowledge.
5.	Provide hands-on training in the field of	The state of the s
	computers to further enhance learning	Creation of Web Page", Workshop on "Mobile and Web Application Development" and Workshop on "Learning NUDI - Creation of Kannada document" have been organized by IT Association to acquaint students with hands-on learning experience in the field of computers and its emerging areas.

SI. No.	Analysis Key Points / Feedback / Suggestions	Action Taken
1.	The curriculum must be supplemented with inculcating human values among the students	 Various invited lectures and seminars on the topics promoting and inculcating human values have been organized for the benefit of the students.
2.	Technical skills of the students may be enhanced to meet the industry expectations	The IT Association offered Courses that aimed at enhancing the technical skills of the students; thereby enabling them to meet the expectations of the industry.
3.	Provide more number of hands-on learning activities to the students	 Study / Field / Industry visits and Educational tours have been the part of curriculum aimed to provide more hands-on learning exposure. Apart from this, students have been also encouraged to take part in various subject fests and competitions to apply the concepts studied into real-life situations.
4.	More number of capacity building programmes supplementing the curriculum may be further encouraged	With a view to supplement the curriculum, good number of capacity building and personality development programmes have been organized by various Departments and Associations.
5.	Scope for interdisciplinary learning may be enhanced	Interdisciplinary learning has been encouraged through participation of students in conferences, seminars, fests and related activities.
6.	Faculty Development Programmes may be organized to ensure effectiveness in teaching-learning process	Faculty Development Programme on "Effective Learning-Style Interventions" and ICT Academy Faculty Development Programme on "Teaching Techniques" were organized.

	Action Taken on Alumni Feedback on Curriculum						
Sl. No. Analysis Key Points / Feedback / Suggestions		Action Taken					
1.	Study / Field visits and educational tours may be further enhanced as part of the curriculum						
2.	Students must be encouraged to take part in subject related fests to bridge the gap between theory and practice	 Students have been encouraged to take part in both intra and inter-collegiate subject related fests / competitions; thereby enabling them to bridge the gap between theory and practice. Good number of students have participated in the same. 					

	Action Taken on Parents Feed	lback on Curriculum
SI. No.	Analysis Key Points / Feedback / Suggestions	Action Taken
1.	Curriculum must sensitize students towards social responsibility and community welfare activities	Efforts have been taken to sensitize student through their volunteer participation is various extension and community outreact activities; thereby inculcating a sense of social responsibility in them.
2.	The curriculum must be supplemented with moral values	Seminar on "Secrets of Success for Self Management", Guest Lecture on "Ideals of Swami Vivekananda" among others have been organized as an initiative beyond the curriculum to supplement with moral values among the students.



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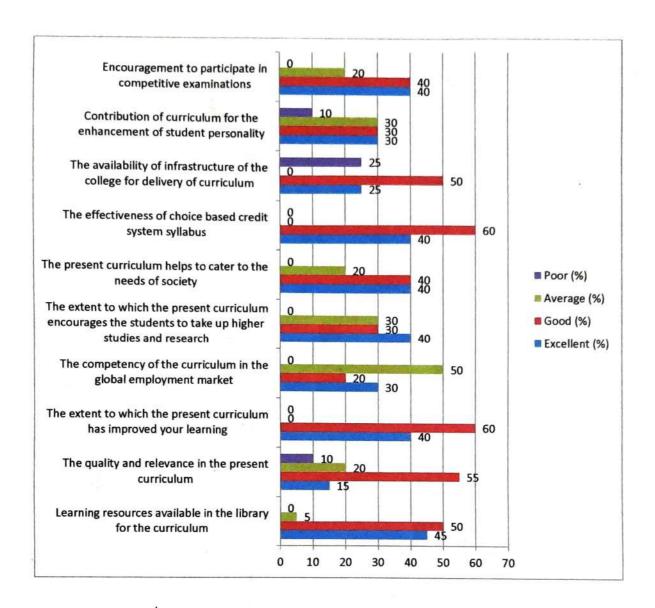
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FEEDBACK OF STUDENTS ON CURRICULUM (2016-17)

SI No	Questions	Excellent	Good	Average	Poor	Total
1.	Learning resources available in the library for the curriculum	45	50	5	-	100
2.	The quality and relevance in the present curriculum	15	55	20	10	100
3.	The extent to which the present curriculum has improved your learning	40	60	-	-	100
4.	The competency of the curriculum in the global employment market	30	20	50	-	100
5.	The extent to which the present curriculum encourages the students to take up higher studies and research	40	30	30	-	100
6.	The present curriculum helps to cater to the needs of society	40	40	20	-	100
7.	The effectiveness of choice based credit system syllabus	40	60	-	***	100
8.	The availability of infrastructure of the college for delivery of curriculum	25	50	-	25	100
9.	Contribution of curriculum for the enhancement of student personality	30	30	30	10	100
10.	Encouragement to participate in competitive examinations	40	40	20	-	100

Head

Centre for Post Graduate Studies in Commerce Canara College Mangaluru - 575 003



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ANALYSIS ON THE FEEDBACK OF STUDENTS ON CURRICULUM (2016-17)

The students were administered with twenty questionnaires each for the purpose of feedback on curriculum.

45% of the respondents were of the view that the learning resources available in the library is excellent while 50% felt it to be good and the remaining 5% rated it as average. The quality and relevance in the present curriculum was said to be excellent by 15%, good and average by 55% and 20% of the respondents respectively. 10% said it to be poor.

40% of the respondents agreed that the extent to which the present curriculum has improved their learning is excellent and the rest 60% were of the perspective that it is good. The competency of the curriculum in the global employment market was rated as excellent by 30% of the students while 20% rated as good and the remaining 50% said it to be average.

40% students were of the opinion that the extent to which the present curriculum encourages the students to take up higher studies and research is excellent and 30% felt it to be good while an equal number rated it as average.

The present curriculum helps to cater to the needs of society was agreed to be excellent by 40% of the students and an equal number viewed it as good. 20% rated it as average. 40% of the respondents believed the effectiveness of choice based credit system syllabus as excellent and the remaining 60% rated it as good.

The availability of infrastructure of the college for delivery of curriculum was viewed as excellent by 25% and as poor by an equal number. 50% were of the impression that it is good. Contribution of curriculum for the enhancement of student personality was rated as excellent, good and average by 30% each while 10% of the students called it poor.

40% each of the students were of the view that encouragement to participate in competitive examinations is excellent and good respectively whereas 20% rated it as average.

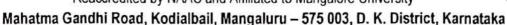
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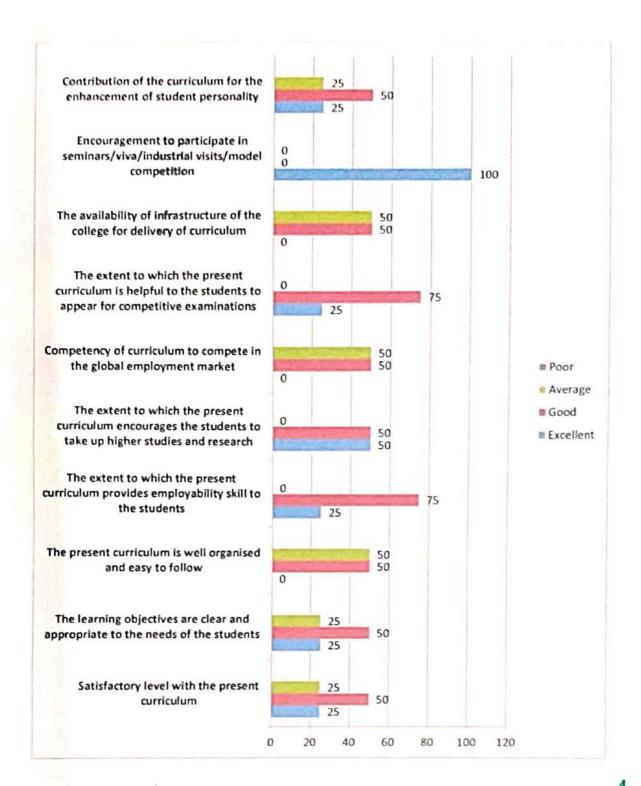
FEEDBACK OF TEACHERS ON CURRICULUM (2016-17)

SI	Questions	Excellent	Good	Average	Poor	Total
No				0		
1.	Satisfactory level with the present curriculum	25	50	25		100
2.	The learning objectives are clear and appropriate to the needs of the students	25	50	25		100
3.	The present curriculum is well organised and easy to follow		50	50	-	100
4.	The extent to which the present curriculum provides employability skill to the students	25	75	-		100
5.	The extent to which the present curriculum encourages the students to take up higher studies and research	50	50	-	-	100
6.	Competency of curriculum to compete in the global employment market	-	50	50	=	100
7.	The extent to which the present curriculum is helpful to the students to appear for competitive examinations	25	75	-	-	100
8.	The availability of infrastructure of the college for delivery of curriculum	2)	50	50)(=	100
9.	Encouragement to participate in seminars/viva/industrial visits/model competition	100	2	-	(I -	100
10.	Contribution of the curriculum for the enhancement of student personality	25	50	25	(-	100

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ANALYSIS ON THE FEEDBACK OF TEACHERS ON CURRICULUM (2016-17)

All the four teachers participated in the survey for curriculum feedback.

Satisfactory level with the present curriculum was rated as excellent by 25%, good by 50% and average by 25% of the respondents while the learning objectives are clear and appropriate to the needs of the students was viewed as excellent by 25%, good by 50% and average by 25%.

50% rated the present curriculum is well organised and easy to follow as good while 50% felt it to be average. The extent to which the present curriculum provides employability skill to the students was considered as excellent by 25% and good by 75%.

The extent to which the present curriculum encourages the students to take up higher studies and research was seen as excellent and good by 50% each respectively while competency of curriculum to compete in the global employment market was rated as excellent and good by 50% of the respondents each.

The extent to which the present curriculum is helpful to the students to appear for competitive examinations was said to be excellent by 25% and the remaining 75% rated it as good.

The availability of infrastructure of the college for delivery of curriculum was rated as good and average by 50% each whereas 100% agreed that there is excellent encouragement to participate in seminars/viva/industrial visits/model competition.

25% each rated contribution of the curriculum for the enhancement of student personality as excellent, 50% as good and 25% as average.

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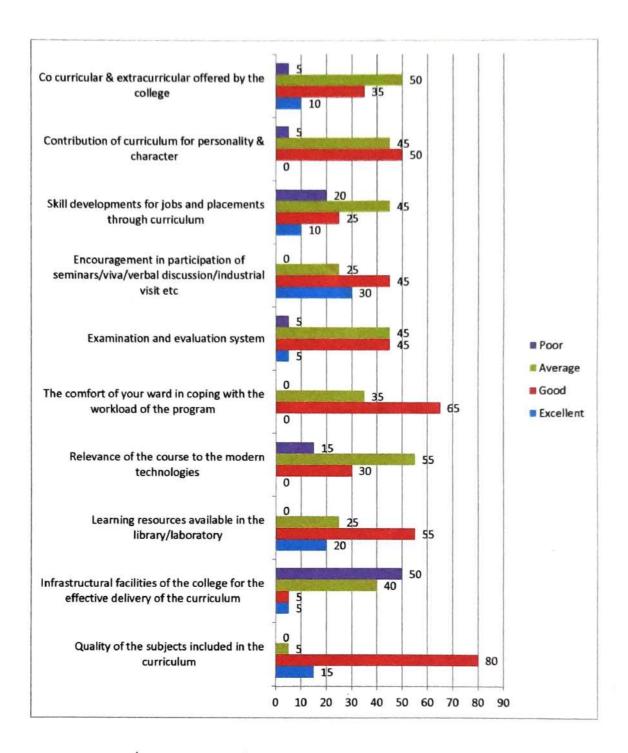
FEEDBACK OF PARENTS ON CURRICULUM (2016-17)

SI No	Questions	Excellent (%)	Good (%)	Average (%)	Poor (%)	Total (%)
1.	Quality of the subjects included in the curriculum	15	80	5	-	100
2.	Infrastructural facilities of the college for the effective delivery of the curriculum	5	5	40	50	100
3.	Learning resources available in the library/laboratory	20	55	25	-	100
4.	Relevance of the course to the modern technologies	-	30	55	15	100
5.	The comfort of your ward in coping with the workload of the program	-	65	35	-	100
6.	Examination and evaluation system	5	45	45	5	100
7.	Encouragement in participation of seminars/viva/verbal discussion/industrial visit etc	30	45	25		100
8.	Skill developments for jobs and placements through curriculum	10	25	45	20	100
9.	Contribution of curriculum for personality & character	-	50	45	5	100
10.	Co curricular & extracurricular offered by the college	10	35	50	5	100

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ANALYSIS ON THE FEEDBACK OF PARENTS ON CURRICULUM (2016-17)

Twenty questionnaires each were administered to the parents for getting feedback on curriculum.

15% of the respondents rated quality of the subjects included in the curriculum as excellent and 80% found it as good while 5% said it is average.

Only 5% parents were of the opinion that the infrastructural facilities of the college for the effective delivery of the curriculum is excellent, an equal number felt is as good and 40% rated it as average. 50% parents found the same as poor.

55% of the parents answered that the learning resources available in the library as good while 20% felt it to be excellent and the remaining 25% rated it as average. Relevance of the course to the modern technologies was said to be good and average by 30% and 55% of the respondents respectively. 15% said it to be poor.

Examination and evaluation system was rated as excellent by 5% of the parents while 45% said it to be good and an equal number considered it as poor. 5% viewed it as poor.

Encouragement in participation of seminars/viva/verbal discussion/industrial visit etc was considered excellent by 30% of the parents and 45% viewed it as good and 25% thought of it as average.10% respondents rated skill developments for jobs and placements through curriculum as excellent while 25% and 40% said it to be good and average respectively. 20% rated the same question as poor.

The comfort levels of their wards in coping with the work load of the program were good as per 65% of the respondents and average according to 35%.

Contribution of the curriculum towards developing the personality and character was termed as good by 50% of the parents and 45% found it to be average while 5% rated it as poor.

Co curricular & extracurricular offered by the college was found to be excellent by 10%, good by 35%, average by 50% and poor by 5%.

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INTERNAL QUALITY ASSURANCE CELL (IQAC)

CENTRE FOR PG STUDIES IN COMMERCE

FEEDBACK OF ALUMNI ON CURRICULUM (2016-17)

SI	Questions	Excellent	Good	Average	Poor	Total
No						100
_1.	Content of the curriculum	60	40	-	-	100
2.	Availability of facilities in the college	50	40	10	2 7	100
3.	Teachers accessibility in the college	45	55	-	-	100
4.	The effectiveness of curriculum towards post graduation and research	30	40	10	20	100
5.	Examination system	20	30	30	20	100
6.	The availability of infrastructural facilities in the institution	40	30	20	10	100
7.	The present curriculum helps students in the global employment market	30	40	15	15	100
8.	Development of communication skill	30	40	20	10	100
9.	Co curricular & extracurricular activities	40	50	10	-	100
10.	Relevance of curriculum to present job or higher studies and personality development	30	40	20	10	100

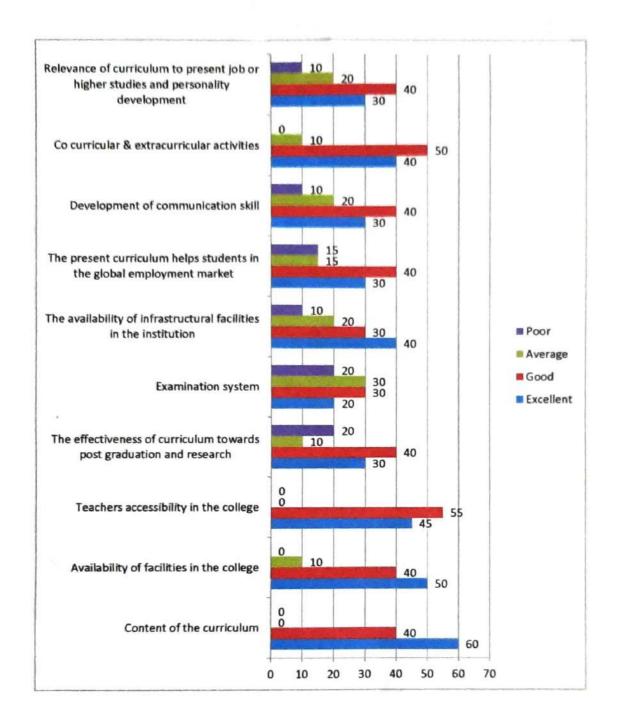
Head

Centre for Post Graduate Studies in Commerce Canara College

Mangaluru - 575 003

Principal ____ Canara College

Mangaluru



Head
Centre for Post Graduate Studies in Commerce
Canara College
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ANALYSIS ON THE FEEDBACK OF ALUMNI ON CURRICULUM (2016-17)

20 respondents were selected for alumni feedback on curriculum.

60% of the respondents felt that the content of the curriculum is excellent and the remaining 40% said it to be good. Similarly, 50% alumni responded that availability of facilities in the college is excellent whereas 40% rate it as good and the remaining 10% pegged it as average.

Teachers' accessibility in the college was rated as excellent and good by 45% and 55% respectively. The effectiveness of curriculum towards post graduation and research was rated as excellent by 30%, good by 40% average by 10% and poor by 20% of the respondents. Examination system was viewed as excellent by 20% and poor by an equal number of respondents. It was rated as good and average by 30% each respectively.

40% felt that the availability of infrastructural facilities in the institution is excellent while 10% rated it as poor. It was considered as good and average by 30% and 20% of the respondents respectively.30% were of the opinion that the present curriculum helps students in the global employment market is excellent and 40% felt it is good. The same was rated as average by 15% and as poor by as equal number.

30% agreed that development of communication skill is excellent and 40% felt that it is good. 20% viewed it as average and 10% saw it as poor. Co curricular & extracurricular activities were rated as excellent by 40% of the alumni and good by 50% of them while 10% said it to be average.

30% considered relevance of curriculum to present job or higher studies and personality development as excellent while 40% thought is as good. 20% rated it as average and 10% said it as poor.

Head

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